Understanding the context for your work is crucial - this module will provide this essential background and give staff a full understanding of the policy landscape, how housing is funded and regulated, the rights of tenants and much more.

In a tough financial climate keeping on top of income is crucial. This module will examine key challenges and best practice in arrears management and explore the implementation of fixed-term tenancies.

Dealing with anti-social tenants remains a significant issue for housing organisations everywhere. This module will give your staff an understanding of what anti-social behaviour is, the tools to deal with it, how to support victims and more.

A high standard of customer service should sit at the heart of any housing organisation’s offer - this module will equip your staff with key principles of dealing with customers so that you can have the very best relationship.

This four-day, in-house training programme costs £6,000 + VAT and up to 15 staff can attend.
You can also pick from more than 30 training modules covering everything from data protection and rent arrears to tackling homelessness and dementia awareness.

These one-day modules are charged at a day rate and up to 15 members of staff can take part. They are delivered in your offices by our qualified consultants.

**TRAINING MODULES AVAILABLE**

- Coaching skills for managers
- Condensation, dampness and mould growth
- Customer service excellence
- Dealing with challenging customers
- Dementia awareness
- Data protection
- DIY possession proceedings
- Effectively tackling ASB
- Estate management
- Fixed term tenancies
- Guide to developing policies and procedures
- Homelessness and allocations
- Housing disrepair and the law
- Housing management law update
- Housing officer in court
- Introduction to ASB
- Introduction to development and regeneration
- Introduction to homelessness
- Introduction to housing for new staff
- Introduction to housing management law update
- Introduction to leasehold management
- Introduction to property inspection
- Mental health and housing practice
- Rent arrears
- Right to buy and right to acquire
- Repairs reporting skills
- Role as an involved resident
- Succession, assignment and exchange
- Sustainable tenancies
- Safeguarding adults
- Scrutiny
- Understanding hoarding
- Understanding mental health

**LOOKING FOR SOMETHING MORE ADVANCED?**

We also offer formal accredited qualifications from introductory level 2 courses right the way up to advanced level 5 courses for housing professionals.

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